

## **WisVote Voter Registration FAQ**

**During either the November 2018 or April 2019 election I had pending MyVote OVRs. Some of the voters went right to the polling place to vote. How is the best way to handle those individuals?**

A voter going directly to the polls with their MyVote paperwork would not cause any issues later on. It is functionally the same as a voter who pre-fills a paper registration from before going to polls on Election Day.

When a voter with a MyVote Pending application registers to vote, you will have the option of activating the pending application when using the Voter Registration process. It is not required that you use the pending applications and they will automatically deactivate after 45 days. The benefit of a MyVote pending application is that the voter can print a completed application, reducing time required to fill out the form and reducing legibility issues, and the pending application in MyVote will already include the information provided to MyVote.

**Would a MyVote Pending application be activated once they provide the missing information?**

MyVote pending applications are different than an Incomplete EDR – the voter would still need to provide a completed and signed voter registration form (which can be printed as part of the MyVote process) and an acceptable proof-of-residence document. If the voter simply provided a signed registration form or a proof of residence document, this would not be sufficient to register; both items must be provided together like any other registration.

**If you are a relier, who does not have access to WisVote for the Pending applications, would we need to go into WisVote and activate that Pending App?**

No, you do not need to gain access to WisVote to activate the pending application. MyVote pending applications should be treated as any other paper voter registration. If these forms are forwarded to your provider for processing, you would continue to do so. When the provider is entering the registrations, they can choose whether or not to activate the pending application as part of the registration process.

**To verify, if the clerks would like to add another individual to the MyVote emails, they are to reach out to WEC Helpdesk?**

Correct. Any changes to who would receive MyVote notification emails should be referred to the WEC Helpdesk staff. The request should come from the municipality and not from a provider.

**Can providers for reliers receive the MyVote registration notifications? As a county clerk's office, we are not receiving the voter registration applications from WisVote & have to rely on our muni clerks to forward them to us.**

Yes, providers can receive these emails as well. The relier municipality would need to contact the WEC Helpdesk and have your email address(es) added to the MyVote notification list for their municipality. Once this information is updated, you would begin to receive copies of all MyVote notification emails as well.

**On the new voter registration form (EL-131), can you make sure all of the fields are fillable - including bottom boxes?**

We'll pass this feedback along to the design team for the updated EL-131.

**For municipalities that are reliers, will the relier municipality be notified when they have a pending application? Do providers need to check WisVote on a regular basis for pending applications for our reliers?**

There is currently no notification for a MyVote Pending application. There is also no need to check for these applications on a regular basis. If a voter submits a registration and they have a pending application, the provider will have to opportunity to choose to activate the pending application should it be appropriate. If a pending application is not activated within 45 days, it will automatically be deactivated in WisVote. Again, it is not required that you use a MyVote pending application in WisVote when registering the voter; you can choose to update an existing registration or create a new record if one does not already exist.

**Can you change the address location to be permanent so that space is no longer fillable for potential mistakes or permitted for changes?**

Unfortunately, this would not be a good option – there is a legitimate need to edit the address field in a voter registration and to edit an address record directly. Removing the ability to perform these functions would cause more disruption to municipal clerks and their work than it would prevent.

**With the 10-day MyVote lockout, how can there be instances where we receive multiple confirmation emails from MyVote for the same voter and WisVote shows more than one registration?**

This behavior can happen on occasion and it is not related to or stopped by the lockout. Without going into too much detail, this is most likely an issue relating to unstable or interrupted connections with the MyVote website. This can lead to several instances of a registration request hitting the server at the same time – before WisVote recognizes one of the registrations and the lockout is triggered. When this occurs, WisVote will create a duplicate Reg List Alert and the records can be merged without an issue.

**What if the voter requests to remove their middle name or initial?**

You can process such a request for a voter, there is no requirement the name on their voting record include this information. Including their middle name or initial can help reduce confusion between voters with the same name and improve data quality, so you may want to keep this in mind should you receive such a request. Also, changing the voter's name will trigger a new DMV check that will fail – you can close the DMV check without further action if it was triggered by such an update.

**Can anyone request an absentee ballot by fax or email without using the FPCA? Are the requests limited to military or overseas?**

Any voter can request to receive a ballot by fax or email, they do not have to be military or overseas and they do not need to use the FPCA. The current rules for absentee ballots do not provide a restriction on who can request a ballot by email or fax, however a clerk is not required to send a ballot by email or fax unless the voter is military or overseas.

**A registration verification postcard that was sent to a voter by WI Elections Commissions after an online registration was returned to the city stating they had moved and forwarding time to that address has expired. Does that mean the individuals have not updated their address through the DMV?**

No. A voter cannot complete an online voter registration unless they have updated their address with the DMV, if it is different than what is printed on their license or ID. This sort of returned mail just means the voter was forwarding their mail from the address for some reason (temporarily or permanently) and never followed-up with the USPS. If a voter has not established a new residence, or intends to return to an address, it is still acceptable for them to register at that address.

A 30-day letter should be sent to the same address. If the letter is returned undeliverable, or not returned, the voter record should be deactivated "Returned mail".

**When a voter is registering with a name change, could you bring up the record using the old name instead of using the Previous Last Name field?**

Yes, you can bring up the old registration by searching for the voter's previous name. If you search and update using this method, you will need to remember to manually change the voter's name during the registration process. Using the Previous Last Name field will bring the voter's current name into the registration without the need to manually update it, or risk updating the record without changing this information.